

# **CAHF Buyer's Guide**

## **Resources & Additional Information**



2201 K Street  
Sacramento, CA 95816

(916) 441-6400

[www.cahf.org](http://www.cahf.org)

## State of California: Government Offices

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<b>Aging, California Commission on</b> .....	(916) 419-7591	<a href="http://www.ccoa.ca.gov">www.ccoa.ca.gov</a>
<b>Aging, Department of</b> .....	(916) 419-7500	<a href="http://www.aging.ca.gov">www.aging.ca.gov</a>
Adult Day Health Care (ADHC) Branch .....	(916) 419-7545	
Long-Term Care Ombudsman CRISISline .....	(800) 231-4024	
Long-Term Care and Aging Services Division .....	(916) 419-7540	
Multi-Purpose Senior Services Program (MPSS) .....	(916) 419-7552	
Health Insurance Counseling & Advocacy (HICAP) .....	(800) 434-0222	
State of Long-Term Care Ombudsman .....	(916) 419-7510	
<b>Audits, Bureau of State</b> .....	(916) 445-0255	<a href="http://www.bsa.ca.gov">www.bsa.ca.gov</a>
<b>Business Oversight, Department of</b> .....	(866) 275-2677	<a href="http://www.dbo.ca.gov">www.dbo.ca.gov</a>
<b>Consumer Affairs, Department of</b> .....	(800) 952-5210	<a href="http://www.dca.ca.gov">www.dca.ca.gov</a>
Board of Registered Nursing .....	(916) 322-3350	
Board of Vocational Nursing & Psychiatric Technicians .....	(916) 263-7800	
Medical Board of California .....	(916) 263-2382	
<b>Controller, State</b> .....	(916) 445-2636	<a href="http://www.sco.ca.gov">www.sco.ca.gov</a>
Administration/Disbursements .....	(916) 323-8314	
<b>Developmental Disabilities, State Council of</b> .....	(916) 322-8481	<a href="http://www.scdd.ca.gov">www.scdd.ca.gov</a>
<b>Developmental Services, Department of</b> .....	(916) 654-1690	<a href="http://www.dds.ca.gov">www.dds.ca.gov</a>
Developmental Centers Division .....	(916) 654-1963	
Canyon Springs Developmental Center .....	(760) 770-6200	
Fairview Developmental Center .....	(714) 957-5000	
Porterville Developmental Center .....	(559) 782-2222	
Sonoma Developmental Center .....	(707) 938-6000	
<b>Emergency Services, Office of</b> .....	(916) 845-8100	<a href="http://www.caloes.ca.gov">www.caloes.ca.gov</a>
Warning Center (24-hour) .....	(916) 845-8911	
<b>Employment Development Department</b> .....	(916) 653-0707	<a href="http://www.edd.ca.gov">www.edd.ca.gov</a>
<b>Employment Training Panel</b> .....	(916) 327-5640	<a href="http://www.etp.ca.gov">www.etp.ca.gov</a>

## State of California: Government Offices (cont.)

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<b>Fire Marshal, Office of the State</b> .....	(916) 445-8200	<a href="http://www.osfm.fire.ca.gov">www.osfm.fire.ca.gov</a>
Fire & Life Safety (Northern CA) .....	(916) 445-8550	
Fire & Life Safety (Southern CA) .....	(626) 305-1908	
Plan Review Services .....	(916) 445-8550	
<b>Governor's Office</b> .....	(916) 445-2841	<a href="http://www.gov.ca.gov">www.gov.ca.gov</a>
<b>Health &amp; Human Services Agency</b> .....	(916) 654-3454	<a href="http://www.chhs.ca.gov">www.chhs.ca.gov</a>
<b>Health Care Quality, Center for</b> .....	(916) 324-6630	<a href="http://www.dhcs.ca.gov">www.dhcs.ca.gov</a>
Aid & Technician Certification Section .....	(916) 327-2445	
CNA / HHA Certification Unit .....	(916) 552-8785	
Nursing Home Administrator Program (NHAP) .....	(916) 552-8780	
<b>Health Care Services, Department of</b> .....	(916) 464-4430	
Audits & Investigations .....	(916) 440-7550	
Long-Term Care Division .....	(916) 440-7534	
Medi-Cal Benefits, Waiver & Rates Division .....	(916) 552-9619	
Medi-Cal Eligibility .....	(916) 552-9450	
Medi-Cal Managed Care Division .....	(916) 449-5000	
Medi-Cal Managed Care Ombudsman Office .....	(888) 452-8609	
<b>Health Planning and Development, Office</b> .....	(916) 326-8300	<a href="http://www.oshpd.ca.gov">www.oshpd.ca.gov</a>
Facilities Development Division .....	(916) 440-8300	
Healthcare Information Division .....	(916) 326-3802	
Healthcare Workforce Developmental Division .....	(916) 326-3700	
<b>Industrial Relations, Department of</b> .....	(415) 703-5070	<a href="http://www.dir.ca.gov">www.dir.ca.gov</a>
Appeals Board .....	(877) 252-1987	
Consultation Services .....	(800) 963-9424	
Division of Occupational Safety & Health (OSHA) .....	(916) 286-7000	
Standards Board .....	(916) 274-5721	
<b>Insurance, Department of</b> .....	(800) 927-4357	<a href="http://www.insurance.ca.gov">www.insurance.ca.gov</a>
<b>Managed Health Care, Department of</b> .....	(888) 466-2219	<a href="http://www.dmhc.ca.gov">www.dmhc.ca.gov</a>
Plan Licensing and Oversight .....	(916) 324-9046	

## State of California: Government Offices (cont.)

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<b>Mental Health Services, Department of</b> .....	(916) 445-8200	<a href="http://www.dhcs.ca.gov/services/Pages/MentalHealthPrograms-Svcs.aspx">www.dhcs.ca.gov/ services/Pages/ MentalHealthPrograms- Svcs.aspx</a>
Licensing & Certification .....	(916) 323-1864	
Program Monitoring & Compliance Branch .....	(916) 319-0985	
Mental Health Ombudsman .....	(800) 896-4042	
<b>Public Health, Department of</b> .....	(916) 552-8700	<a href="http://www.cdph.ca.gov">www.cdph.ca.gov</a>
Bakersfield District Office .....	(661) 336-0543	
Chico District Office .....	(530) 895-6711	
East Bay District Office .....	(510) 620-3900	
Fresno District Office .....	(559) 437-1500	
Los Angeles County District Office .....	(800) 228-1019	
Orange County District Office .....	(714) 567-2906	
Redwood Coast / Santa Rosa District Office .....	(707) 576-6775	
Riverside District Office .....	(909) 388-7170	
Sacramento District Office .....	(916) 263-5800	
San Bernardino District Office .....	(909) 383-4777	
San Diego - Northern District Office .....	(619) 278-3700	
San Diego- Southern District Office .....	(619) 688-6190	
San Francisco District Office .....	(415) 330-6353	
San Jose District Office .....	(408) 277-1784	
Ventura District Office .....	(805) 604-2926	
<b>Rehabilitation, Department of</b> .....	(916) 324-1313	<a href="http://www.dor.ca.gov">www.dor.ca.gov</a>
<b>Secretary of State</b> .....	(916) 653-6814	<a href="http://www.sos.ca.gov">www.sos.ca.gov</a>
<b>Social Services, Department of</b> .....	(916) 651-8788	<a href="http://www.cdss.ca.gov">www.cdss.ca.gov</a>
Community Care Licensing Division .....	(916) 657-2346	
Investigations Branch .....	(916) 981-3850	
<b>State Treasurer</b> .....	(916) 653-3100	<a href="http://www.treasurer.ca.gov">www.treasurer.ca.gov</a>
<b>Veteran Affairs, Department of</b> .....	(800) 952-5626	<a href="http://www.calvet.ca.gov">www.calvet.ca.gov</a>

## Federal Government Offices

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**Health and Human Health Services, Department of** ..... (877) 696-6775 [www.hhs.gov](http://www.hhs.gov)

**Medicare and Medicaid Services, Centers for** ..... (415) 744-3501 [www.cms.gov](http://www.cms.gov)

Division of Financial Management ..... (415) 744-3658

Division of Medicare Health Plans Operations ..... (415) 744-3770

Division of Quality Improvement ..... (206) 615-2310

Division of Survey and Certification ..... (415) 744-3696

Division Offices ..... (661) 336-0543

Regional Administrator ..... (415) 744-3602

**Occupational Health and Safety Administration** ..... (415) 625-2547 [www.osha.gov](http://www.osha.gov)

**Social Security Administration** ..... (800) 771-1213 [www.ssa.gov](http://www.ssa.gov)

## Allied Organizations

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**Alzheimer's Association** ..... (800) 272-3900 [www.alz.org](http://www.alz.org)

**American College of Health Care Administrators (ACHCA)** ..... (800) 561-3148 [www.achca.org](http://www.achca.org)

**American Health Care Association (AHCA)** ..... (202) 842-4444 [www.ahcancal.org](http://www.ahcancal.org)

**American Network of Community Options & Resources** ..... (703) 535-7850 [www.ancor.org](http://www.ancor.org)

**American Nurses Association (ANA)** ..... (800) 274-4262 [www.nursingworld.org](http://www.nursingworld.org)

**American Society on Aging** ..... (800) 537-9728 [www.asaging.org](http://www.asaging.org)

**Association of Regional Center Agencies (ARCA)** ..... (916) 446-7961 [www.arcanet.org](http://www.arcanet.org)

**California Assisted Living Association (CALA)** ..... (916) 448-1900 [www.caassistedliving.org](http://www.caassistedliving.org)

**California Association for Health Services at Home** ..... (916) 641-5795 [www.cahsah.org](http://www.cahsah.org)

**California Association for Adult Day Services (CAADS)** ..... (916) 220-7400 [www.caads.org](http://www.caads.org)

## Allied Organizations (cont.)

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<b>California Association of Health Plans</b> .....	(916) 552-2910	<a href="http://www.calhealthplans.org">www.calhealthplans.org</a>
<b>California Association of Long-Term Medicine (CALTCM)</b> .....	(888) 332-3299	<a href="http://www.caltcm.org">www.caltcm.org</a>
<b>California Hospital Association (CHA)</b> .....	(916) 443-7401	<a href="http://www.calhospital.org">www.calhospital.org</a>
<b>California Hospice and Palliative Care Association</b> .....	(888) 252-1010	<a href="http://www.calhospice.org">www.calhospice.org</a>
<b>California Medical Association (CMA)</b> .....	(800) 786-4262	<a href="http://www.cmadoocs.org">www.cmadoocs.org</a>
<b>California Nurses Association (CNA)</b> .....	(510) 273-2200	<a href="http://nationalnursesunited.org">nationalnursesunited.org</a>
<b>California Partnership for Long-Term Care</b> .....	(916) 552-8990	<a href="http://www.rureadyca.org">www.rureadyca.org</a>
<b>California Pharmacists Association (CPHA)</b> .....	(916) 779-1400	<a href="http://www.cpha.com">www.cpha.com</a>
<b>California Psychological Association</b> .....	(916) 286-7979	<a href="http://www.cpapsych.org">www.cpapsych.org</a>
<b>Case Management Society of America (CMSA)</b> .....	(800) 216-2672	<a href="http://www.cmsa.org">www.cmsa.org</a>
<b>Health Services Advisory Group (HSAG)</b> .....	(818) 209-9229	<a href="http://www.hsag.com">www.hsag.com</a>
<b>Joint Commission on Accreditation</b> .....	(630) 792-5800	<a href="http://www.jointcommission.org">www.jointcommission.org</a>
<b>LeadingAge California</b> .....	(916) 392-5111	<a href="http://www.leadingageca.org">www.leadingageca.org</a>
<b>National Alliance of Mental Illness (NAMI) California</b> .....	(916) 567-0163	<a href="http://www.nami.org">www.nami.org</a>
<b>National Institute of Mental Health</b> .....	(866) 615-6464	<a href="http://www.nimh.nih.gov">www.nimh.nih.gov</a>

## Local Ombudsmen Programs (By County)

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<b>Alameda County</b> (510) 638-6878	<b>Lassen County</b> (530) 229-1435	<b>Orange County</b> (714) 479-0107	<b>Sierra County</b> (916) 376-8910
<b>Alpine &amp; Amador County</b> (209) 532-7632	<b>Los Angeles County</b> (310) 393-3618	<b>Placer County</b> (916) 376-8910	<b>Siskiyou County</b> (530) 229-1435
<b>Butte County</b> (530) 898-5923	Region 1 - Santa Monica (310) 899-1483	<b>Plumas County</b> (530) 898-5923	<b>Solano County</b> (707) 644-4194
<b>Calaveras County</b> (209) 532-7632	Region 2 - Van Nuys (818) 444-0315	<b>Riverside County</b> (833) 772-6624	<b>Sonoma County</b> (707) 526-4108
<b>Colusa County</b> (530) 898-5923	Region 3 - Pasadena (626) 793-3510	<b>Sacramento County</b> (916) 376-8910	<b>Stanislaus County</b> (209) 529-3784
<b>Contra Costa County</b> (925) 685-2070	Region 4 - Long Beach (562) 925-2346	<b>San Benito County</b> (831) 429-1913	<b>Sutter County</b> (916) 376-8910
<b>Del Norte County</b> (707) 269-1330	Region 5 - Montebello (323) 721-1343	<b>San Bernardino County</b> (909) 891-3928	<b>Tehama County</b> (530) 898-5923
<b>El Dorado County</b> (530) 621-6271	<b>Madera County</b> (559) 224-9177	<b>San Diego County</b> (858) 560-2507	<b>Trinity County</b> (530) 229-1435
<b>Fresno County</b> (559) 224-9177	<b>Marin County</b> (415) 473-7446	<b>San Francisco County</b> (415) 751-9788	<b>Tulare County</b> (559) 583-0333
<b>Glenn County</b> (530) 898-5923	<b>Mariposa County</b> (209) 532-7632	<b>San Joaquin</b> (209) 468-3785	<b>Tuolumne County</b> (209) 532-7632
<b>Humboldt County</b> (707) 269-1330	<b>Mendocino County</b> (707) 262-4525	<b>San Luis Obispo County</b> (805) 785-0132	<b>Ventura County</b> (805) 656-1986
<b>Imperial County</b> (442) 265-7032	<b>Merced County</b> (209) 385-7402	<b>San Mateo County</b> (650) 780-5707	<b>Yolo County</b> (916) 376-8910
<b>Inyo County</b> (760) 872-4128	<b>Modoc County</b> (530) 229-1435	<b>Santa Barbara County</b> (805) 922-1236	<b>Yuba County</b> (916) 376-8910
<b>Kern County</b> (661) 323-7884	<b>Mono County</b> (760) 872-4128	<b>Santa Clara County</b> (408) 944-0567	
<b>Kings County</b> (559) 583-0333	<b>Monterey County</b> (831) 655-1334	<b>Santa Cruz County</b> (831) 429-1913	
<b>Lake County</b> (707) 262-4525	<b>Napa County</b> (707) 255-4236	<b>Shasta County</b> (530) 229-1435	
	<b>Nevada County</b> (916) 376-8910		

## Regional Centers for Persons with Developmental Disabilities

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<b>Alta California Regional Center, Sacramento</b> . . . . .	(916) 978-6400	<a href="http://www.altaregional.org">www.altaregional.org</a>
<b>Central Valley Regional Center, Fresno</b> . . . . .	(559) 276-4300	<a href="http://www.cvrc.org">www.cvrc.org</a>
<b>Eastern Los Angeles Regional Center, Alhambra</b> . . . . .	(626) 299-4700	<a href="http://www.elarc.org">www.elarc.org</a>
<b>Far Northern Regional Center, Redding</b> . . . . .	(530) 222-4791	<a href="http://www.farnorthernrc.org">www.farnorthernrc.org</a>
<b>Golden Gate Regional Center, San Francisco</b> . . . . .	(415) 546-9222	<a href="http://www.ggrc.org">www.ggrc.org</a>
<b>Harbor Regional Center, Torrance</b> . . . . .	(310) 540-1711	<a href="http://www.harborrc.org">www.harborrc.org</a>
<b>Inland Regional Center, San Bernardino</b> . . . . .	(909) 890-3000	<a href="http://www.inlandrc.org">www.inlandrc.org</a>
<b>Kern Regional Center, Bakersfield</b> . . . . .	(661) 327-8531	<a href="http://www.kernrc.org">www.kernrc.org</a>
<b>North Bay Regional Center, Napa</b> . . . . .	(707) 256-1100	<a href="http://www.nbrc.net">www.nbrc.net</a>
<b>North Los Angeles County Regional Center, Chatsworth</b> . . . . .	(818) 778-1900	<a href="http://www.nlacrc.org">www.nlacrc.org</a>
<b>Redwood Coast Regional Center, Ukiah</b> . . . . .	(707) 462-3832	<a href="http://redwoodcoastrc.org">redwoodcoastrc.org</a>
<b>Regional Center of the East Bay, San Leandro</b> . . . . .	(510) 618-6800	<a href="http://www.rceb.org">www.rceb.org</a>
<b>Regional Center of Orange County, Santa Ana</b> . . . . .	(714) 796-5100	<a href="http://www.rcocdd.com">www.rcocdd.com</a>
<b>San Andreas Regional Center, San Jose</b> . . . . .	(909) 890-3000	<a href="http://www.sanandreasregional.org">www.sanandreasregional.org</a>
<b>San Diego Regional Center, San Diego</b> . . . . .	(858) 576-2996	<a href="http://www.sdrc.org">www.sdrc.org</a>
<b>San Gabriel/Pomona Regional Center, San Diego</b> . . . . .	(909) 620-7722	<a href="http://www.sgprc.org">www.sgprc.org</a>



## Regional Centers for Persons with Developmental Disabilities

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<b>South Central Los Angeles Regional Center, Los Angeles</b> . . . . .	(213) 744-7000	<a href="http://www.sclarc.org">www.sclarc.org</a>
<b>Tri-Counties Regional Center, Santa Barbara</b> . . . . .	(805) 962-7881	<a href="http://www.tri-counties.org">www.tri-counties.org</a>
<b>Valley Mountain Regional Center, Stockton</b> . . . . .	(209) 473-0951	<a href="http://www.vmrc.net">www.vmrc.net</a>
<b>Westside Regional Center, Culver City</b> . . . . .	(310) 258-4000	<a href="http://www.westsiderc.org">www.westsiderc.org</a>

## County Organized Health Systems

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<b>Cal Optima (Orange County)</b>	(714) 246-8500
<b>Central California Alliance for Health (Monterey &amp; Santa Cruz Counties)</b>	(831) 430-5500
<b>Health Plan of San Mateo County (San Mateo County)</b>	(650) 616-0050
<b>Partnership HealthPlan of California (Solano &amp; Napa Counties)</b>	(800) 863-4155
<b>Santa Barbara Health Initiative (Santa Barbara County)</b>	(800) 421-9525

## Fiscal Intermediaries

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<b>Medi-Cal Fiscal Intermediary</b> Conduent . . . . .	(844) 663-2638	<a href="http://www.conduent.com">www.conduent.com</a>
<b>Medicare Part A MAC for Jurisdiction E (formerly Jurisdiction 1)</b> Noridian Administrative Services (NAS). . . . .	(855) 609-9960	<a href="http://med.noridianmedicare.com/web/jea">med.noridianmedicare.com/web/jea</a>
<b>Medicare Part A MAC for Jurisdiction E (formerly Jurisdiction 1)</b> Noridian Administrative Services (NAS). . . . .	(855) 609-9960	<a href="http://med.noridianmedicare.com/web/jeb">med.noridianmedicare.com/web/jeb</a>
<b>Medicare DME MAC Jurisdiction D</b> Noridian Administrative Services (NAS). . . . .	(877) 320-0390	<a href="http://med.noridianmedicare.com/web/jddme">med.noridianmedicare.com/web/jddme</a>